



# Bassett WORKS

News and Information for Employees  
and Volunteers of Bassett Healthcare

Volume 19, Number 9 • September 2009

The Delhi provider group, in their new dictation space, from left: Sean Secord, P.A., Shannon Conrad, D.O., Michael Nguyen, M.D., and David Williams, M.D.

## Delhi Health Center Team Wins Innovation Award

The staff at Bassett's Delhi health center recently received an Innovation Award for its creative, team approach to increasing patient access. By reconfiguring work space and working together to improve work flow, the center was able to take on 123 new patients in the month of July.

"In the ever-changing world of Primary Care, we here in Delhi have made ourselves more adaptable to respond quickly and efficiently to the needs of our patients," said **Shannon Conrad**, D.O., who serves as medical director for the practice. "Our electronic medical records and referral systems, as well as all of our staff and providers, work together to meet the shifting needs of the community in real time."

The practice was already working to improve access by successfully recruiting a fourth provider, but when two local physicians retired this spring, the demand became urgent. Dr. Conrad, **David Williams**, M.D., and **Sean Secord**, P.A., immediately opened their practices to new patients, and **Michael Nguyen**, M.D., hit the ground running when he arrived on July 22.

In the months preceding Dr. Nguyen's arrival, the health center underwent a renovation project

*"It was absolutely a team effort to accommodate these patients, from schedulers to medical records staff to nurses and, of course, the provider group. We are proud of our work, yet recognize that this is what we do – provide excellent care to patients in our community."*

The practice had completed its transition to the EMR system, which freed up space where the paper records had been stored. By using this space and reconfiguring existing offices, the center gained a staff break room, two exam rooms, two provider offices, an office for the RN team leader, and a two-station "bullpen" where providers dictate notes, review charts and make phone calls. The entire renovation project was

completed in just a few months, at half the original price tag, and without interrupting patient flow.

A lot of behind-the-scenes work happened before the first new patient walked in the door. Paper charts arrived first, and Document Imaging Tech **Chris Kole** worked with the providers to make sure all the pertinent information was scanned into the EMR before the patients came for their appointments. RN Team Leader **Cathy Goebel**, R.N., led the nursing staff in getting new information from patients to establish them with the practice, and the patient service associates took all the extra phone calls and paperwork in stride.

Health Center Manager **Chris Conkling** said she is extremely proud of her staff. "It was absolutely a team effort to accommodate these patients, from schedulers to medical records staff to nurses and, of course, the provider group. We are proud of our work, yet recognize that this is what we do – provide excellent care to patients in our community."

The Bassett Innovation Award was developed by **Dr. McKenna** as a way to encourage staff to think about doing work differently for efficiency, cost savings, quality and safety.

## Under the Cupola: What a Little Press Can Do

As many are aware, Bassett was featured in an article in the front page of *The New York Times* on July. This article highlighted the advantages of Bassett's historical model of employed physicians, pointing out that Bassett is able to provide high-quality care at a cost that is lower than most comparable organizations. All in all, this article has been a very positive one for Bassett. It is always nice to be recognized in a positive way, and this article did highlight some of the strengths of Bassett's approach to health care delivery and service to the community. Those of us at Bassett could find satisfaction in this recognition, of course, but we also could temper any excessive celebration by simply looking at all the things we need to continue to do well and all the things we would like to do better.

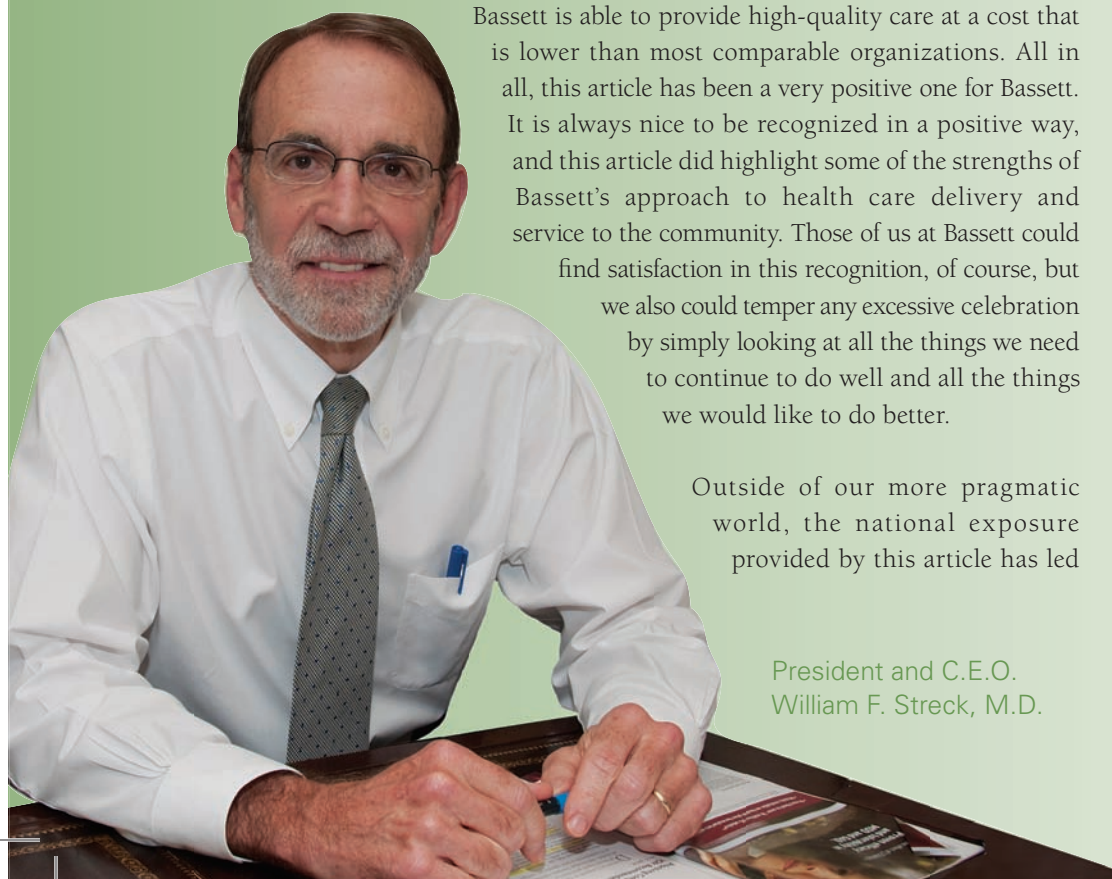
Outside of our more pragmatic world, the national exposure provided by this article has led

President and C.E.O.  
William F. Streck, M.D.

to more national exposure for Bassett. Interest in our model of care is also highlighted by the national debate on health reform that is currently under way. One consequence has been that Bassett, in conjunction with The Commonwealth Fund and the support of The Rockefeller Foundation, will host a national colloquium in Washington, D.C., in mid-September to look at the advantages of the employed physician model and the application of this model to health reform. In addition to Bassett, some 14 of the major health systems in the country will attend this unique event.

All of this is indirect confirmation of what we at Bassett have recognized for some time. Bassett is a model that accomplishes much of what those seeking reform desire. We have missions of patient care, education and research that have not varied since our founding. We are sustained by a high-quality and committed provider group. We are a creative and community-oriented organization. We have talented and motivated people in every part of the organization. As long as we keep in mind that these are what make Bassett, we can enjoy a little press while maintaining our perspective on what is real in our work.

There is a song by Jimmy Buffet in which he characterizes a tattoo as a "permanent reminder of a temporary feeling." In a sense that is what *The Times* article was for Bassett. It will be a permanent record of a positive time in our history. The article itself is now history. The work continues.



## PLASTIC SURGERY, ADVANCED SKIN CARE AND PAIN MANAGEMENT CENTER COMING TO HARTWICK SEMINARY

Bassett Healthcare will open a new facility later this fall in Hartwick Seminary, four miles south of Cooperstown on Route 28. The new facility will allow for expansion of existing programs in Dermatology, Plastic Surgery and Pain Management. In addition, the facility will be home to a new program focused on cosmetic interventions and surgery, the Bassett Plastic Surgery and Advanced Skin Care Center.

The Division of Dermatology will relocate all current Cooperstown-based outpatient clinical services to Hartwick Seminary. The spacious new facility will enable the growth of the practice to better accommodate the unmet need for dermatology care in the region. State-of-the-art treatment of non-melanoma skin cancers will be available with the addition of Mohs micrographic surgery, a technique that offers the highest possible cure rate for certain high risk skin cancers.

The Plastic Surgery and Advanced Skin Care Center represents a collaboration of the experienced team of Bassett's board-certified plastic surgeons and dermatologists, focusing on the provision of cosmetic interventions. Patients will have a separate waiting area and comfortable, well-appointed space for consultations. The anticipated range of services includes facial peels, microdermabrasion, injectable fillers, BOTOX, as well as photorejuvenation and hair removal with intense pulsed light (IPL). Cosmetic surgical consultation will be offered for those interested in a variety of procedures, including tummy tucks, liposuction, facelift and breast augmentation.

Hartwick Seminary will also be home to the Bassett Interventional Pain Management Center. Physiatrists and neurosurgeons who specialize in procedures to alleviate chronic pain will offer comprehensive care for patients suffering with a range of disorders including back and neck pain due to disc herniation, spinal stenosis and degenerative arthritis.

## BASSETT'S SCHOOL-BASED HEALTH PROGRAM AWARDED \$375,000 BY HEALTH RESOURCES & SERVICES ADMINISTRATION

The Health Resources and Services Administration (HRSA), an agency of the U.S. Department of Health and Human Services, recently announced that \$375,000 has been awarded to Bassett Healthcare's School-Based Health (SBH) program. The grant will be used to offset start-up costs for three new school-based health centers in Sidney and Schenevus, N.Y. School-based health centers provide easy access to quality primary health care for enrolled children and adolescents in pre-kindergarten through grade 12.

"We're excited about this grant for Bassett's School-Based Health program, as it will help us to continue the crucially needed health care services to children and adolescents in additional rural locations," said **Jane Hamilton**, R.N., manager of School-Based Health at Bassett.

Superintendents from Sidney and Schenevus schools, Sandra Cooper and Lynda Bookhard, respectively, said they are very pleased about the HRSA grant, as it will enable their school districts to provide convenient quality health care to many students.

Bassett Healthcare's School-Based Health program, begun in 1991, is a regional health initiative and a collaboration between the schools and Bassett to provide comprehensive, convenient health care to students where they spend most of their day in school.

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Services provided at school-based health centers include complete physical exams, diagnosis and treatment of acute and chronic illness, health education, referrals for specialty medical care, oral screening, first aid, immunizations, mental health screening, counseling and referrals, social work services and basic laboratory testing. At the school-based health centers, nurse practitioners and social workers provide health care in collaboration with a Bassett physician.

"We have many other school districts who are eager to have Bassett's School-Based Health program in their schools, but unfortunately we're only able to take on a limited number of schools due to funding constraints—which is why we're thrilled with the HRSA grant and we are now able to say 'yes' to the Sidney and Schenevus school districts," said **Chris Kjolhede**, M.D., M.P.H., director of Bassett's School-Based Health program.

Bassett Healthcare has 13 SBH sites in nine local school districts.



## News and Views *from the Region*

### Norwich relay team raises \$1,200

The Bassett Healthcare-Norwich Relay for Life team, dubbed the Bassett Hounds, raised \$1,200 this year! Pictured right to left in the back row are **Jayne Phillips, Debbie Forrest, Regina White and Sandra Myers**. In the bottom row: **Samantha Dewey, Esther Gardner and Bobbie Jo Beckwith**. Missing from the photo are team members **Karen Locke, Laura Fuller, Lisa Maroney, Robin Christian, Denise Hernandez, Venetia Owen, Jess Thompson, Lois Strong and Joyce Saunders**. The relay took place July 17 – 18. In addition to traditional fund raising for the event, the team sold sweaters and bears handmade by Esther Gardner.

## FRIENDS OF BASSETT WELCOMES JOSHUA TRUMAN AS NEW DIRECTOR OF DEVELOPMENT

Following an extensive search, **Joshua Truman** has been appointed director of development for the Friends of Bassett and Bassett Healthcare's Fund Development department, announced **Leonard W. Marsh**, president of the philanthropic organization's board of directors.

"Currently a major gifts officer at his alma mater Hartwick College, Mr. Truman brings solid experience in fund development, including major gift fund raising, special events, sponsorship acquisition, planning, stewardship and training," said Marsh. "Through his professional fund-raising experience enhanced by his earlier stint as a professional golfer, Josh has a solid knowledge of our region and is well-known and respected by many people."

"Josh is a skilled communicator and fund-raiser who will interact seamlessly with our senior staff and leadership volunteers," said **Scott A. Barrett**, executive director of the Friends and Fund Development. "His familiarity with Bassett and his understanding of the



Joshua Truman

Friends' philanthropic mission impressed the executive search committee and our staff. We look forward to him being on our team."

At Hartwick College, Truman managed the college's major gifts portfolio and was instrumental in multiple Hartwick Golf Classic fund-raisers in support of the Wick Athletic Association. He was involved with Homecoming, dedications, annual giving solicitations, and Hartwick Presidential Events with alumni. As the major gifts officer, he visited over 100 alumni each year and closed many major gifts because of the close relationships he developed and maintained.

Truman earned his bachelor's degree, magna cum laude, at Hartwick College where he was a Trustee Scholar and president of Phi Alpha Theta. He matriculated at Graduate School in Public Administration, at Florida State University, Tallahassee. He resides in Maryland, N.Y.

# Spotlight on Service

## PRIME CARE SUPPORT TEAM

**Who they are:** four patient schedulers and five administrative assistants, working under the direction of Prime Care Support Supervisor **Shannon Tillapaugh** and Clinic Manager **Janet Snyder**.

**Their customers:** The clinic's 15 providers, plus medical residents, students, nurses, medical assistants and patients, patients, patients! An average of 150 are seen in the Prime Care clinic every day, but many more call with questions about prescriptions, test results and insurance issues, or to schedule appointments. As a group, the Prime Care team handles more than 300 calls a day.

**Their goal:** "to take care of patients' needs as quickly as possible," in an extremely busy, ever-changing environment, says Administrative Assistant **Marcia Pugliese**. "We do whatever we can to make them happy, to get to that 'yes' answer," adds Administrative Assistant **Melissa Hochbrueckner**.

**Their philosophy:** Put yourself in the patient's shoes, and always maintain a positive attitude. "Since we are the first point of contact, if the patient has a bad experience with us, it will carry through his or her entire appointment," says **Heidi Hotaling**, patient scheduler/managed care referral coordinator.

## WAYS THEY PROVIDE EXCELLENT SERVICE

**RX refill line:** The Call Center electronically forwards requests for prescription refills, streamlining the process and freeing up the administrative assistants to focus on other parts of their work load, such as medication prior authorizations, sending result letters to patients and getting lab results to providers.

**Monitoring service levels:** The Call Center reporting system provides daily feedback on how quickly calls are answered and the maximum time patients stay on the line before hanging up. "Continuous training and monitoring of the call stats and the call handling has brought about our ability to dramatically improve our service to patients," says Manager **Janet Snyder**.

**Personalized phone calls:** The schedulers call patients personally to reschedule appointments when necessary and make reminder calls three days before each visit. "That's been huge in keeping our no-show rates down," says Supervisor **Shannon Tillapaugh**.

**Daily access huddle:** Every morning at 7:50, the schedulers, secretaries, nurses, physicians and managers get together to determine how many appointments are available and make contingency plans for the day.

**Pod concept:** The clinic is divided into "pods" of two to three attending physicians, one mid-level provider, one scheduler, one administrative assistant and two or more nurses and medical assistants. Each pod works as a team, providing greater continuity for patients and more efficient care.

**Rounding for outcomes:** **Snyder, Tillapaugh, Nursing Staff Supervisor Marcy Wright, R.N., and Division Chief Doug DeLong, M.D.,** round monthly to gather feedback on what's working and what could be improved.

## PRIME CARE BY THE NUMBERS

In 2008, the Prime Care Clinic support staff scheduled **30,431** patient visits and processed **59,485** prescriptions!

## Ambassador



### Mary Beth Flint

*"I try to treat each person as if they are my own parent or my own family member."*

"In the eight years I have worked with Mary Beth, she has shown a phenomenal work ethic and a can-do approach," said **Wendy Kiuber** in an Ambassador nomination letter for Mary Beth Flint. "Mary Beth quietly goes about her job every day and few people ever realize how amazing she is."

Mary Beth has been going quietly about her job as an audiology technician for the past 22 years, having been in the audiology department for 25. She says she is a bit shy about being selected as a Bassett Ambassador, although she is not shy about how she feels about her job. She very much enjoys her work helping patients with their hearing needs. Mary Beth spends her days performing hearing tests, ordering hearing aids, providing support for four audiologists, arranging for continuing medical education for staff (hearing aid manufacturers are constantly updating products), and scheduling appointments or speaking with patients who have questions about their hearing aids.

Mary Beth sees adults and children with hearing loss to determine if the diminished hearing is due to an obstruction such as cerumen (wax) or due to something physiological/functional, such as hearing loss that comes with aging. "I try to treat each person as if they are my own parent or my own family member," said Mary Beth. "It is very meaningful to me to hear, 'You have changed the quality of my life.' Or sometimes, married couples who have been together for years [will say], 'You've saved our marriage.'"

Mary Beth lives in Cherry Valley with her husband, Kevin. They have three boys, Craig, who works at News Channel 10 in Albany, Scott, who is a recent graduate of the University of Northwestern Ohio, and Kyle, a senior in high school. Mary Beth is also the town clerk and the director of a local community center. She and her family enjoy spending time together, such as camping in the Adirondacks.



### The Prime Care support team

(l. to r.): front row, Administrative Assistants **Marcia Pugliese** and **Mary Ann Kitson**; back row, Patient Scheduler/Managed Care Referral Coordinator **Heidi Hotaling**, Administrative Assistants **Susan Tanner** and **Melissa Hochbrueckner** (holding a photo of Administrative Assistant **Kimberly Steenburg**, who was out the day of the photo, as was Patient Scheduler **Angela Clyne**); Patient Schedulers **Heather Williams** and **Vanda Marmet** and Supervisor **Shannon Tillapaugh**.

## Upcoming Events!

- **Bassett Gives Thanks to Ambassadors, Heroes, Retirees Lunch (by invitation)**  
Sept. 22, 11:30 a.m. – 1 p.m.  
Otesaga
- **O'Connor Golf Tournament**  
Sept. 23
- **Ovarian Cancer Awareness**  
Sept. 30, 11:30 a.m. – 2 p.m.  
Clark Auditorium, 607-547-6748 to register
- **Bassett Heart Care Institute Symposium**  
Oct. 10
- **Bassett-Columbia Symposium on Cerebral Palsy**  
Oct. 16  
Otesaga, 607-547-4978 to register
- **Family Health & Wellness Expo**  
Oct. 17  
Southside Mall, Oneonta
- **Friends for Life Patient Education dinner, NBC's chief medical editor, Dr. Nancy Snyderman, "Medicine and the Media"**  
Oct. 22
- **5-10-15 Years of Service Cocktail Party (by invitation)**  
Oct. 26, 5 – 7 p.m.  
Otesaga
- **20-25+ Years of Service Dinner (by invitation)**  
Nov. 30, 6 – 9 p.m.  
Otesaga

# Words of Thanks

Members of the medical staff often receive letters from patients thanking them for their excellent care. Following is an excerpt from one of these letters:

To the Friends of Bassett  
Laurel:

Thank you for sending me this list of friends and family who have made a donation to MIBH to honor my mother's memory. It is a fitting tribute.

My mother's illness was "brief," by most standards. It began with a trip to the ER at Little Falls Hospital on June 22 due to a very low blood sugar level, which turned out to be a symptom (loss of appetite) of a devastating illness. After the hospital admission to Bassett Hospital, she was diagnosed with a very advanced, stage IV ovarian cancer – and died on July 15. She was 76 years old.

This has been an extremely difficult, terribly sad month for me, my sister, my two brothers and our families. From the day our mother was admitted until the moment of her passing, we "moved in," so to speak. During her stay, my mother received skilled, professional medical care – but MOST importantly – she was treated with kindness and compassion and respect. This was evident in every department with whom she had any dealings: PT, RT, radiology, lab, dietary, laundry, housekeeping, transport, social work and of course – the CNA's, nurses and physicians, especially on 3rd Medical...every shift – all the time. My brothers Kevin & Chris, my sister Kate and I also did "shifts" – and we, too, were treated with the same kindness and compassion and a true concern for OUR well-being.

We miss our smart, loving, wonderful mother so very much. Because you allowed us to take care of her, stay with her and love her in her last days on Earth, we are now - and forevermore will be - eternally grateful.

Please continue to send any further emails re: donations to me when you can, as we should like to send a personal note of thanks.

Thank you so much.  
Sincerely,  
Mary Ellen (Connolly) Clark  
Herkimer

## THANK YOU FOR YOUR YEARS OF SERVICE AND DEDICATION TO OUR PATIENTS

*Congratulations to the following employees celebrating service milestones this month.*

### Fifteen Years of Service

Mary Vadney, Kenneth Johnson, Jeffrey Sheldon, Kenneth Stanford, Anne Gadomski, M.D., Jackson LaBudde M.D.

### Five Years of Service

Jamie Pavlik, Michele Robinson, Linda Christie, M.D., Burton Jones, Andrea Smith, Karen Thomas-Martin, Kimberly Felicetti, Jennifer Kraham, Jodi Mravlja, MaryJane Taylor, James Carrabba, James Kruse, M.D.

### Twenty Years of Service

Bruce Daly, D.P.M., Celeste Johns, M.D., Susan Ackerman, Sara Albright, Diane Sommerville, Timothy Williammee

### Thirty Years of Service

Frederika Foreman

### Thirty-Five Years of Service

Judy Atwell, Linda Maranzana, Robin Lettis

### Ten Years of Service

Mary Johnson, Andrew Reis, M.D., Vicki Murphy, Linda Price, David Williams, M.D., Ronald Dubois, Adam Kantor

### Forty Years of Service

Janet McGrath

## Congratulations to these employees on their recent promotions!

Julie Sorensen, Research Coordinator to Social Scientist; Jeffrey Tilley, Materiels Svcs Coord to Purchasing Assistant; Neil Bosschaart; Nursing Unit Clerk to OR Scheduling Coordinator; Gayle Heller LPN, Ambulatory LPN to Ambulatory Advanced; Shannon Nelson, Regional Sonographer II to Regional Sonographer III; Krystalea Hoag, Rad Tech to Regional Sonographer II, Sherry Wyckoff, Research Assistant to Research Coordinator; Heidi Hotaling, Patient Service Associate I to Patient Service Associate II; Meagen O'Brien, OR Tech II to OR Coordinator; Courtney Adam, Nursing Unit Clerk to Medical Office Assistant; Tammy White LPN to LPN Advanced; Stephanie Sheldon, Admin Assistant I to Admin Assistant II; Amy Beveridge, HR Representative I to HR Generalist; Rahlene Welch, Finance/Billing Coord to Business Manager; Raymond Howland, Patient Care Assistant to Lab Support Tech; Teresa Oakley, Biller I to Biller II; Patricia Ignone, Support Specialist to Facility Coordinator; Jennifer Goldstein, Office Team Leader to Supervisor; Kellie Sullivan, Recr. Spec. Cancer Screening Program to Compliance Analyst; Lori McCord, Administrative Assistant to Pre-Admissions Coordinator; Jennifer Sebeck, Administrative Assistant I to Administrative Assistant II; Roberta Backus, Coder/Analyst to Certified Coder; Mark Anderson LPN to RN I; Karen Caruso, RN III Acute to Surgical Clinical Nurse Reviewer; Tanya Streeter, Registered Nurse I to Registered Nurse II; Mary Ringeisen, Research Program Assistant to Research Assistant; Nicole Nesenger, Cardiology Tech I to Cardiology Tech II; Ellen LaSalle RN II to RN IV; Russell Tilley, Space Planning Coordinator to Manager of Facilities; Lois Smith, Radiology Tech to CT/Diagnostic Tech; Jamie Beisler, Patient Service Associate to Cancer Services Recruitment; Rose Kubis RN II to RN III; Linda Hull, RN II to RN III; Colleen Hollister, RN III to RN IV; Judith Schneegas, HIM DI Tech I to HIM DI Tech II; Angela Bright, Radiation Therapist to Lead Radiation Therapist; Christopher Trong, Security Officer I to Security Officer II; Joshua George, Ultrasound Tech to Regional Sonographer I; Jessica Barrett, RN II to RN III; Jacquelyn Ward, Account Representative to Senior Account Representative; Marsha Johnson, RN III to RN IV; Connie Evans Supervisor, TRH Support Svcs to Manager, TRH Support Svcs; Christa Anderson, Patient Service Associate to Outpatient Coder Analyst; Bobbie Pross, Communications Representative to Dialysis Data Coordinator; Vickie Looker, Housekeeper I to Housekeeper II; Elizabeth Burch, Benefits Representative to Benefits Specialist; Pamela Linzer, Lab Support Tech to Team Leader; Loretta Place, Admin Asst I to Admin Asst II; Deanna Varney, Patient Care Assistant to RN; Greta Woodbury, Peri Data Coordinator/Admin Assist to Admin Assist II; Mary Eggeling, Sr Registrar to Employment Assistant; Melissa Brower, Research Coordinator to Statistician; Christopher Chase, LPN to RN; Katherine Rodriguez, LPN to RN; Barbara Davis, LPN Acute Care to RN Acute Care; Tiffany Grover, LPN Acute Care to RN Acute Care; Rachel Gural, LPN Acute Care to RN Acute Care; Paula Johnson, LPN Acute Care to RN Acute Care; Matthew Cramer, Inpatient Service Associate to RN Acute Care; Danielle Ranc-Zeidner, LPN Acute Care to RN Acute Care; Amber Johnson, LPN Acute Care to RN I Acute Care; Brian Nicol, RN I to Team Leader; David Proctor, LPN Acute Care to RN Acute Care; Lisa Herr, LPN Acute Care to RN Acute Care; Karen Fallner, LPN Acute Care to RN Acute Care; Regina Hitchcock, LPN Acute Care to RN Acute Care; Darcy Schmid, LPN Acute Care to RN Acute Care; Kelly Angell, LPN Acute Care to RN Acute Care; Sharayah Misiewicz, LPN Acute Care to RN Acute Care; Tara Kenney, LPN Acute Care to RN Acute Care; Nora Rommer, Biller I to Biller II; Kristina Loeffler, LPN Acute Care to RN Acute Care; Alicia Sagendorf, Patient Care Assistant to RN I Acute; Peggy Oldick, Account Representative to Sr. Account Representative; Jacquelyn Ward, Sr Account Representative to Financial Advisor; Amanda Rogers, Nursing Unit Clerk to Biller I; Jude Ann Tooley, PSA II to Managed Care Referral Analyst; Michele Jones, PCA to RN; Jennifer VanValkenburgh Housekeeper I to Housekeeper II; David Lord, Catering Assistant to Salad & Dessert Cook; Jean Krause, Research Asst III to Medical Technologist

## Friends for Life

PATIENT EDUCATION DINNER

&

John E. Olson Lecture

To Benefit The Bassett Cancer Institute

### Keynote Speaker:

Dr. Nancy L. Snyderman  
Chief Medical Editor, NBC News  
"Medicine and the Media"

### Dinner:

6:00 p.m. • The Ballroom

### Reservations required:

\$75 per individual

Tour the Bassett Cancer  
Institute's New Medical  
Screening Coach

### Lead Sponsor:



### Cocktail Reception:

5:30 p.m. • Veranda

Thursday, October 22, 2009

The Otesaga Hotel, Cooperstown, N.Y.

### RSVP:

607.547.3928 • friends.office@bassett.org



BassettWORKS is a publication of Bassett Healthcare. President and Chief Executive Officer William F. Streck, M.D.; Editorial Board: Kara Travis, manager, Employee Relations; Ed Mintiens, program manager, Development Communications; Karen Huxtable, manager, Media/Public Relations; Editors: Leslie Raabe, Lisa Miller; Proofreader: Mary Ann Vunk; Design and Production: Maria Sohn Graphic Design; Printing: Carr Printing. The deadline for the October issue is September 15.